



IC MEMORANDUM 10-19

TO: KEHP Insurance Coordinators

FROM: Kentucky Employees' Health Plan (KEHP)

RE: Calls to Inform Members of Plan Benefits

DATE: May 4, 2010

Commonwealth of Kentucky
Personnel Cabinet
Department of Employee Insurance
2nd Floor, State Office Building
501 High Street
Frankfort, Kentucky 40601

Web Site: <http://kehpn.ky.gov>

Within the next few weeks, members of the Kentucky Employees' Health Plan (KEHP) may receive automated calls providing information about resources available as part of their benefits, specifically HumanaFirst, Express Scripts, Inc., and ActiveHealth Management.

We want you to be aware of this new service to our members. If an employee has questions, assure him or her that these calls are a new service to help members better understand their health insurance benefits and make informed decisions about their care.

Humana, on behalf of KEHP, will initially reach out to KEHP members and their dependents through three types of calls:

Informational calls to new and retired members

- Overviews KEHP's status as a self-funded plan that provides health insurance benefits to public employees and retirees across the Commonwealth
- Describes the benefits members receive through KEHP's partnerships with Humana as the plan's Third Party Administrator and Express Scripts as the plan's Pharmacy Benefits Manager
- Explains resources available to KEHP members

Informational calls to high emergency room users

- Encourages members to consult their primary care provider and to visit the Urgent Care facilities in their area
- Encourages members to use the HumanaFirst 24/7 Nurse Line and provides education regarding services available through Express Scripts and ActiveHealth Management

Proactive calls to provide guidance on choosing an in-network provider

- Assists members who have scheduled a service with an out-of-network provider to identify and consider in-network providers in their area

Additional automated calls on other subjects are planned for later in the year.

Again, the purpose of the calls is to ensure that KEHP members have as much information as possible to make the best use of their KEHP benefits.

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